PASSENGER POLICIES

Revised February 2024

Passengers are required to adhere to the following policies in order to use Metro's buses. Violation of these policies may result in temporary or permanent loss of one's riding privileges.

No smoking or vaping:	Use of tobacco products (including vaping) is not allowed on Metro buses, at bus stops and shelters, or at the Elm Street Transit Center.
No drugs, alcohol, or dangerous materials:	Drug and alcohol use is prohibited on all Metro property. Dangerous materials are a safety hazard, and are also not allowed. Commonly banned dangerous materials: car batteries, propane tanks, fuel cans, sharp implements, explosives, flammable fluids and gases, nonmedical compressed gases.
Weapons:	Passengers boarding the bus with firearms are required to keep handguns holstered at all times. Rifles and other long guns must b e transported in a carrying case. Similarly, passengers may bring knives and/or swords on the bus provided they remain sheathed. Any passenger brandishing a weapon in a menacing or threatening manner is to be ejected from the bus.
No eating or uncovered drinks.	Passengers may bring beverages on the bus; however, they must be in a container with a sealed lid. Please NO EATING on the bus.
No shirt, no shoes, no service:	For sanitary reasons, passengers must be properly clothed to ride on Metro buses.
Exact fare required:	Passengers are required to pay the proper fare to board. Deposit exact cash fare into farebox, or scan your DiriGO App or DiriGo SmartCard. Download the UMO Mobility App to pay with your smartphone. Remember there are no transfers with cash fares. Passengers without full fare may not be allowed to ride. Operators can not make change or grant refunds. Metro will not refund overpayments. DiriGo Pass card or app can not be shared by more than one person with the exception of Ten Ride Passes. Reduced fare accounts can only be used by the passengers who are approved for a reduced fare. Passengers violating Metro's policies may have their DiriGo account suspended.

Do not distract the bus operator:	Interfering with the safe operation of the bus is hazardous to you and everyone else. Please limit conversations with the bus operator to when the bus is at a bus stop. **Do not threaten or verbally abuse the bus operator, or you may have riding privileges suspended or face criminal prosecution**.
Keep your tech to yourself:	Be courteous when using technology. Use headphones when listening to music or speaking on the phone. Speakers must be turned off. Loud music and talking can be disruptive to both passengers and the bus operator.
Harassment is NOT tolerated:	Metro has **ZERO TOLERANCE** for harassment of any kind. Passengers found to be harassing other passengers, or **Metro staff**, will have riding privileges suspended, and may face criminal prosecution.
Do not bother fellow passengers; support a safe, comfortable, clean travel experience for all:	Refrain from the use of disruptive behavior. Vulgar materials and porn are not allowed on the bus. Use G-rated language, clean-up after yourself, keep all body parts inside the bus, and never throw objects in or outside the bus. Gambling, horseplay, load profanity, and fighting are strictly prohibited. Soliciting money or public support by customers for political, religious, social, or other causes is not allowed.
Keep your bus clean.	Vandalizing or damaging Metro buses or shelters may result in loss of services.
Priority Seating – Mobility Aid Securement Area:	Designated seats at the front of the bus are reserved for persons using mobility aids. Passengers sitting in the mobility aid securement area will be required to move to accommodate a person using a mobility aid.
Yellow or white line:	For safety reason, passengers are required to stay behind the yellow or white line while travelling.
Please keep the aisles clear:	Please do not block aisles or doors so passengers can safely enter and exit.
Strollers	All children must be removed from strollers, Strollers do not need to be collapsed; but, they must be stowed so as not to block aisles or doorways. Infants may remain in carriers; but, the carrier must be disconnected from the stroller and held/secured by caregiver.
Bikes	Passengers will load and secure their own bikes and be responsible if bikes are not properly secured. Operators will give directions if needed. Gas powered bikes are prohibited. Bike racks can accommodate most 'fat tire' and electric bikes.
Service animals and pets:	Service animals are allowed when accompanying a person with a disability; but., they must be kept under control. Pets of any kind must be kept in a contained carrier. All animals not under control will have to exit the bus.
One seat per person:	Personal belongings may be held on your lap, or placed under your seat. Metro does not permit the use of seats as storage space.
Oversized items:	Passengers without disabilities traveling with large items such as; luggage, grocery carts, strollers, and bikes (if bike rack is full) may sit in the bus's Priority Seating/Mobility Aid Securement areas, but must position their items so they are out of the aisle. **The Bus Operator may require you to exit the bus, if a passenger using a mobility aid needs to use this area.**